

NH ENHANCED 9-1-1 (E-911) COMMISSION MEETING MINUTES

September 19, 2014

The NH Enhanced 9-1-1 Commission (Commission) meeting was held at the Dwinell Building, 50 Communication Drive, Laconia, NH

Commission Members Present:

Douglas Aiken, Chairman
Kathryn Bailey
David Caron
Jonathan Goldman

Karen Mead

Cecily McNair
Patrick Robinson

Paul Szoc
Sandra Teti
James Valiquet
George Valliere, Vice Chairman
Mark Violette
William Wood, Secretary

Derek Martel
Craig Wiggin

NH Association of Fire Chiefs
NH Public Utilities Commission (PUC)
NH Municipal Association
NH Emergency Dispatchers Association (NHEDA)
Senior VP of Operations, FairPoint Communications
Public Member
Mobile Telecommunications Carriers Industry
NH Federation of Mutual Aid Districts
Governor's Commission on Disability
NH Association of Chiefs of Police
NH Police Officer
NH Telephone Association (NHTA)
NH Division of Fire Standards and Training & EMS
Professional Firefighters of NH
NH Sheriff's Association

Commission Members Absent:

John Barthelmes

Kevin O'Brien

Earl Sweeney

Comcast

NE Cable Telecommunications

Linda Hodgdon

Commissioner, Department of Safety
(DOS)

Chief of Policy & Planning, DOS

Assistant Commissioner, DOS

Vacant

Vacant

NH Department of Administrative
Services

Participants:

Thomas Andross

Sherry Baker

Director of Communications, Grafton
County Sheriff Department

Administrative Secretary, NH Division of
Emergency Services & Communications
(NHDESC), DOS

Elizabeth Bielecki

Robert Brown

Director of Administration, DOS

Information Technology Manager V,
NHDESC, DOS

Bruce Cheney, ENP

Robert Christensen

Peter DeNutte

Sean Goodwin

Doug Hackett

Director, NHDESC, DOS

Administration Manager, NHDESC, DOS

Assistant Director, NHDESC, DOS

GIS Administrator, NHDESC, DOS

Communications Coordinator, Town of
Hanover

David Rivers

Tim Scott

John Stevens

Chief of Operations, NHDESC, DOS

Database Administrator, NHDESC, DOS

Statewide Interoperability Coordinator,
DOS

Michael Tersmette

Scott Wolfert

Cassidian

Service Manager E9-1-1, FairPoint
Communications

Allyson Ehrlich-Mitchell

Thomas Powers

Jack O'Connor

Windstream

Former Enhanced 9-1-1 Commissioner

Former NHDESC Staffer

1. Approval of the minutes from the June 27, 2014 NH Enhanced 9-1-1 Commission meeting.

Chairman Aiken called for approval of the June 27, 2014 meeting minutes. Commissioner Szoc motioned to accept the minutes and Commissioner Bailey seconded the motion. Unanimously approved by those present with no abstentions.

2. Old Business

None

3. Division Reports

3.A. Directors Report

3.B. Financial Report (Elizabeth Bielecki, Director of Administration, DOS)

Director Elizabeth Bielecki reported the following:

- ◆ Discussed the final Fiscal Year (FY) 14 budget numbers.
- ◆ Discussion on FY15 and the concerns with the E911 Systems fund balance going forward. The Bureau should end FY15 on a positive note.
- ◆ We are not estimating pre-paid yet; we are awaiting for the Attorney General's opinion.
- ◆ We are potentially going to begin FY16 with a deficit.
- ◆ A potential increase in the surcharge was discussed.

Vice-Chairman Valliere asked Director Bielecki's opinion on an appropriate surcharge figure.

Director Bielecki stated she would prefer to leave that decision to Asst. Commissioner Sweeney and Director Cheney. She said they should have a figure at the next meeting.

Commissioner Wood asked if the Attorney General's opinion was favorable regarding pre-paid, could Director Bielecki give the Commission a rough estimate of the potential revenue?

Director Bielecki reported without having collected the revenue on pre-paid, she could not project an estimate.

Director Cheney believed we would be looking at about a 20% increase with pre-paid collection. The Attorney General has tentatively agreed with our position.

Factoring that estimate, Director Cheney projected a \$.75 - \$1.00 surcharge (an increase of \$.18 - \$.43). He emphasized that it was only an estimate.

Chairman Aiken asked when the surcharge was last increased.

Director Cheney said the surcharge was \$.42 cents for 10 to 12 years, increased to \$.60 for cost recovery, then decreased to \$.57 cents where it has remained.

Commissioner Valiquet asked what has impacted the surplus decline. Director Cheney stated when the Legislature moved Communication Maintenance to our budget. The cost is approximately \$2M per year.

Director Bielecki advised that the cost of personnel and benefits is approximately 80% of the budget.

Chairman Aiken stated we will address the increase of the surcharge at the next meeting.

3.C Report on Data Operations: (Timothy Scott, Database Administrator)

1. Update on Mapping & Database activities
2. Update on Emergency Notification System (ENS) and number of participating communities and agencies
3. School Statewide Telephone Emergency Preparedness Project (S.T.E.P.)
4. Discussion of elevator phones connected to the 9-1-1 system

Tim Scott reported the following:

- ◆ The telephone database contains approximately 910,000 records.
- ◆ Received a request from Coos County to have map books for the entire county.

Vice-Chairman Valliere asked who made the request for the county map books.

Mr. Scott advised the request came from Lancaster.

- ◆ Currently there are ½ million addressable points in the database and in the last 3 months, we added 61,000 more.
- ◆ We received GIS address points from Keene, Nashua, Concord, Londonderry and Barrington. He has incorporated them into our system. The address points have been loaded into the PSAPs and dispatch centers.
- ◆ Discussion on ALI discrepancies that come from multi line telephone systems.
- ◆ Multi-Tenant project completed 2 communities since the last meeting.
- ◆ Emergency Notification System (ENS) has a total of 109 town users.

Commissioner Wood asked how the ENS differs from the one Homeland Security is going to be implementing.

Mr. Scott said the systems are linked together through IPAWS. We did purchase 50 additional log on's from IPAWS.

Director Cheney advised that if Homeland Security sends out an alert it will only reach the people who have signed up, or opted in. Our ENS reaches everyone who has not opted out of the system.

Commissioner Wood asked if Mr. Scott is aware of any other state agency having their own ENS.

Mr. Scott said he is not aware of any state agencies at this time.

Commissioner McNair stated some Emergency Management Directors find it difficult to logon to CitiWatch. They also are concerned about the limited amount of logons they are allowed.

Mr. Scott stated the Commissioner of Safety made the policy for the ENS. We have a new policy that a town can have up to 4 authorized people to logon, instead of 2. Mr. Scott advised that there have been training issues and if the town has older equipment it can make this process harder. If those towns call us we can help them out.

- ◆ For the School Statewide Telephony Emergency Preparedness Project (S.T.E.P.) we will be ramping up our on-site visits to schools to help with the private phone systems. We have completed nine schools and we have ninety more to complete.
- ◆ Up until the last Commission meeting, he was not aware that the elevator phones need to go to a 24/7 center. Whether it was 9-1-1 or another 24/7 center we did not go any further then making sure it went to a 24/7 center.

Chairman Aiken stated there was an RSA preventing any automatic dialers or ring downs from going to 9-1-1. Whether or not the RSA has been rescinded for some reason, it was intended to keep those systems from accidentally blocking the 9-1-1 system. They need to go to another 24/7 center. Division staff should look into the RSA and make sure we are in compliance.

Mr. Scott asked if someone knew what RSA this might be in.

Director Cheney stated he would get the statute to review.

Chairman Aiken thanked the Mapping Department and the leadership for their tremendous accomplishment on town mapping status maps.

Statewide Interoperability John T. Stevens, Statewide Interoperability Coordinator (SWIC)

The Office of Statewide Interoperability is engaged in creating an outreach program throughout the state. Statewide Interoperability Executive Committee meeting will take place on September 24, 2014 at the Department of Motor Vehicles. Those in attendance were told they were welcome to attend. A technical assistance workshop on a Statewide Communication Interoperability Plan will take place in October. Mr. Stevens is encouraged in moving forward with interoperability within the State of New Hampshire.

3. D. Report on Administration (Robert Christensen, Administration Manager)

1. Administration Section Project Management
2. External Communication
3. Internal Communication
4. Status of VoIP Providers

Robert Christensen reported the following:

- ◆ The Administration section has been working on a way to quantify efficiencies, identify and track our projects and differentiate them from our daily duties and our unexpected assignments.
- ◆ He went over the Administration Project Management (PATH) quarter 1 sheet. Mr. Christensen stated he is very proud of how hard the team worked to get the projects completed. There were 111 projects with only one deadline missed for the quarter.
- ◆ The semi-annual newsletter went out. Thanks to Wanda Bowers for doing a fabulous job putting this together. This would be in addition to all the 9-1-1 public education outreach that she does.
- ◆ A major focus is on how we can make sure everyone across the entire Division knows what other Division sections do. An all-staff conference was held in July with the main focus on Special Projects. We will have another similar conference in the winter.
- ◆ We currently receive revenue from 45 VoIP providers after our research and communications with those listed as doing business in New Hampshire.

Commissioner Valiquet asked what constitutes a project and what constitutes it being completed.

Mr. Christensen advised a project is a planned piece of work with a specific purpose that requires a set amount of time (3 hours minimum with a maximum of 3 months).

3.E. Status on NH VIEWW (Sean Goodwin, GIS Administrator)

1. Status of NHVIEWW
2. Status of School Safety and Security Mapping

Sean Goodwin reported the following:

- ◆ The School Safety Project continues to be maintained. All school maps have been interfaced on NHVIEWW. This was brought on line at the beginning of the school year.
- ◆ A set of the school maps were on display at the ESRI International Conference in San Diego. They were the only maps on display that revolved around school safety.
- ◆ We continue to support the Department of Safety and local agencies with special event maps.
- ◆ Work has continued throughout the summer on trails in Gorham and Pittsburg. We will be working on winter trails in the Belknap County.
- ◆ A map gallery was set up in the hallway outside the meeting room so the Commission could see the school maps we have produced.

4. Bureau of Emergency Communications (9-1-1)

4. A. Report on PSAP Operations and Report on Emergency Medical Dispatch (EMD) (David Rivers, Chief of PSAP Operations)

1. Update on PSAP operations
2. Agency Call Stats Report
3. Trainee Update

Emergency Medical Dispatch Compliance Statistics:

- 99.04% Case Entry
- 98.97% Key Questions
- 98.47% Dispatch Life Support
- 96.84% Chief Complaint
- 97.30% Final Coding
- 98.26% Total Average
- 99.90% Customer Services

Chief Rivers reported the following:

- ◆ Our Administration Line use is up by 13%. This is for out-of-state calls and exigent requests. These exigent calls can take 5 minutes to 24 hours to complete.
- ◆ Deb Bray gave birth to a baby boy on August 28, 2014. Jon Brooks has stepped in to help us out in the Training Section.
- ◆ Of the 9 new Telecommunicators hired, we have 7 remaining. Chief Rivers has been in the classroom with them, for the last few days. They seem like a really good group. The trainee's went into the PSAP for 2 hours and did the phone greetings. We will have another training group start after this group has finished.
- ◆ The Operation Supervisor position has been posted for external and internal candidates.
- ◆ We will send Fred Heinrich to Salt Lake City at the end of October for the EMD instructor program.
- ◆ On September 1, 2014, a power failure at BayRing Communications caused a failure. Fourteen dispatch centers went down. We used the VoIP back-up and we did not lose a call.

Commissioner Szoc asked if we have a larger turnover in the PSAP or whether it is average.

Chief Rivers advised this is normal. We have had other agencies hire some of our people.

Chairman Aiken stated the turnover in the PSAP is always so much higher than dispatchers.

Director Cheney stated not having closure, having to do EMD, and working third shift all lead to the turnover issue.

Chairman Aiken asked if there were internal applicants for the Operation Supervisor position.

Chief Rivers stated Director Cheney and Asst. Director DeNutte wanted to increase the pool of candidates. The internal applicants are still in the running.

Director Cheney wanted to thank Thomas Powers, a former 9-1-1 Commissioner and Jack O'Connor a former division employee in charge of public outreach, for joining us today.

4.B. Report on Next Generation 9-1-1 Phase I (Robert Brown, Information Technology Manager V)

1. Remote site CAD system upgrades
2. Next Generation 9-1-1 Phase I
3. Plan to implement text message capability in PSAPs
4. Status of responses from wireless providers for text messages
5. Status of the implementation of "fast busy signal"
6. Status of back up dispatch centers
7. Report on connectivity to the 9-1-1 system other than SS7 trunks

Robert Brown reported the following:

- ◆ Missed the deadline on the Next Generation RFP but will have more information at the next meeting.
- ◆ All Dispatch Centers except for three have new hardware and software upgrades on the next version of CAD.
- ◆ In October, we will have Paramount installed in both PSAP's.
- ◆ Kick off meeting with TDS and T-Mobile last week. Will have a meeting with Verizon next week. Once all meetings are completed, we will start to test the GEM 911 product for texting.

Chairman Aiken asked once Verizon testing has been completed can we start receiving text messages or do we need to wait until all vendors have been tested?

- ◆ Mr. Brown has only accomplished the testing portion. We still need more equipment and configuration before going live with production.

Chairman Aiken asked if there is a policy in place to receive text messages and what training has been provided to the staff.

- ◆ Mr. Brown would like to see the texting application before any training or policy can be completed.

Commissioner Goldman asked if the text message would be able to be sent to the Dispatch Centers.

- ◆ In Phase one, there will be no ability to send a text message to the Dispatch Centers. We will, however, have the ability in Phase two to send the text messages to the Dispatch Centers.

Chairman Aiken stated it is very important to have the ability in the PSAP's to receive text messages as soon as possible.

- ◆ There were letters sent out to town administrators, fire and police departments and Dispatch Centers regarding the discontinuing of the Emergency Stand-Alone (ESA) functionality for isolated phone service.
- ◆ Thanks to Wanda Bowers for helping with this project.
- ◆ More discussion on the Emergency Stand-Alone.
- ◆ Discussion on the back-up dispatch centers.
- ◆ Mr. Wolfert will give Mr. Brown a list of carriers and he will contact them to find out if they have SS7 trunks. FairPoint cannot provide that information directly as their agreement prevents it.

Chairman Aiken spoke to the Commission regarding a fundraiser for Commissioner Valiquet's ill son.

4.C. Status on Senate Bills and House Bills (Bruce G. Cheney, Director, ENP)

1. Update on SB239 and HB1265
 2. Status of IMV notification policy
 3. Status of the interoperability audit
 4. Vermont 9-1-1 system outage
 5. Formal opinion request – prepaid cellular phones
- ◆ Senate Bill 239 modified the Emergency Notification System to have opt-out option. This bill was signed and passed.
 - ◆ House Bill 1265 was sent to interim study. We have negotiated a non-disclosure agreement with UNH to provide addressing data.
 - ◆ Incident Management Vehicle policy: The PSAP will no longer be sending out e-mail to the Commission on SWAT and State Police calls. Sherry Baker will send the Commission an e-mail once she checks to make sure the incident has been completed.
 - ◆ The interoperability audit is still on-going. Director Cheney and Asst. Director DeNutte have answered all the questions they have been asked.
 - ◆ Director Cheney read an e-mail regarding the Vermont's 9-1-1 system outage.
 - ◆ Director Cheney advised the Commission that we are writing an RFP for an in-house solution for Next Generation 9-1-1, not a hosted solution.

Chairman Aiken advised the SAFECOM operates under the Department of Homeland Security. Seventy public safety officials from the U.S. and its territories make up the Emergency Response Council. The newest member of the SAFECOM Emergency Response Council is Director Bruce Cheney. He will be attending his first meeting in Oklahoma in December. He is now representing NASNA (National Association of State 9-1-1 Administrators). New Hampshire has 5 members of the seventy from the U.S. We make up 7% of the SAFECOM entire Program. There are three on the

Commission: Doug Aiken, Bruce Cheney, and Paul Szoc along with Paul Leary and Dan Eaton.

5. Communication Maintenance Bureau

5.A. Communication Maintenance (Bruce G. Cheney, Director ENP)

1. Update on State Police Communications Maintenance

Director Cheney reported the following:

- ◆ He met with State Police in July and August and helped prepare their communications maintenance budget.

Bob Brown advised the Commission that the renewal of the FairPoint Network contract will be on the Governor and Council agenda on October 1, 2014.

6. Bureau of Telecommunication

6.A. Report on Statewide Telecommunication Bureau (Kevin Connor, Administrator IV)

1. Status of the statewide VoIP project Written report was given.

7. Contractor's Report (Scott Wolfert, FairPoint Communications)

1. Report on Network

Scott Wolfert reported the following:

- ◆ On July 2, 2014, in Canterbury, a remote switch was in isolation due to weather. The switch mode was brought down and reinitialized. The duration was 53 minutes.

Commissioner Bailey asked Mr. Wolfert if this was the second time we have heard of Canterbury having issues.

- ◆ Mr. Wolfert stated we have had other issues in Canterbury but, that was a while ago.

Commissioner Bailey asked if Mr. Wolfert could please make sure we are not seeing a consistent pattern in Canterbury and to report back at the next Commission meeting.

- ◆ An event with the Portsmouth switch on July 15, 2014. A duplex failure while swapping out parts and doing maintenance. 2,230 trunks were affected. The duration was 3 minutes.
- ◆ At 12:32pm, on August 28, 2014, the Laconia PSAP called reporting dropped and phantom calls coming into the PSAP as well as a

tandem failure. 13 trunks were affected. The Information Technology center in Concord restored those 13 trunks at 1:03pm. This was only stable for 1 hour. The 13 trunks went back out. They made a bridge and busied out the trunks while they tried looking into this. They replaced a card thinking that could possibly be a fix. On August 31, 2014, at 9:15am, the same 13 trunks went down again. An ECS line card was swapped and we have had no trouble since then.

Chairman Aiken advised we need to elect leadership of the Enhanced 9-1-1 Commission per RSA-106. So, he asked the Director to conduct an election.

Director Cheney stated, "I would accept any nominations for Chairman of the Enhanced 9-1-1 Commission."

Commissioner Caron made a motion to re-nominate the entire slate of officers. The motion was seconded by Commissioner Bailey. Unanimously passed by those present there were no abstentions.

Chairman Aiken called for a motion to adjourn at 2:25 P.M. Commissioner McNair motioned to adjourn the meeting and the motion was seconded by Commissioner Robinson. Unanimously passed by those present. No abstentions.

Next Commission meeting will be planned for December. The date, time, and location to be determined.

William Wood, Secretary
Enhanced 9-1-1 Commission